

CORE- Mailroom Courier External Route

Purpose:

The Courier will perform multiple External Routes throughout the day picking up and delivering mail that is to receive postage, be rerouted, and prepped for processing.

Identification of Roles:

Courier – conduct External Route

Data Entry/Imaging Technician (DE/IT), Quality Analyst, and Operations Coordinator – conduct External Route when the Courier is not available

Operations Team Lead and Operations Manager – operate as a resource for Courier functions; implement process changes as needed

Performance Standards:

None

Path of Business Procedure:

Step 1: Go to the Post Office located at 430 East McKinley Ave, Des Moines, IA to retrieve mail twice daily

- a. Pick up mail from the caller service window
- b. Pick up mail from the Iowa Medicaid Enterprise (IME) post office boxes

Step 2: Go to the Hoover building to pick up, sign for, and deliver items twice daily

- a. Pick up items from Chief Administrative Officer and deliver directly to Fiscal Management on Mondays
- b. A green money bag is picked up from the Hoover mailroom as needed and delivered to designated people at the IME

Step 3: Go to the Wells Fargo building to pick up items daily

Step 4: Go to the Grimes building to deliver items daily

Step 5: Go to the IME Dental Consultants to deliver and pick up items only on Tuesdays and Fridays

Step 6: Go to the Lucas building to pick up items every other Thursday

Forms/Reports:

None

RFP References:

5.2.2.3.4.1.1

Interfaces:

McKinley Post Office, Hoover mailroom, Policy, Fiscal, Wells Fargo, Grimes building mailroom, Lucas building, Dental Consultants, HIP

Attachments:

None